

Quality Improvement Summit: Public Health Accreditation Update

Donna Sze, MPH

*Quality Improvement & Accreditation
Program*

2/23/2017



Public Health Accreditation Board Site Visit

- Staff interviews
- Meeting with Community members
- Meeting with the Health Deputies
- Meeting with key DPH leaders
- Walk-through of facilities

 Public Health Accreditation Board Los Angeles County Department of Public Health Site Visit Agenda		
DAY 1: October 19, 2016		
8:00 AM	Site Visit Team Arrives Room: 612 (313 N. Figueroa)	Site Visit Team
8:30	Entrance Conference Room: 152 (241 N. Figueroa)	Site Visit Team Health Department Director Accreditation Coordinator Representative(s) of Health Department
9:30	Meeting with Representatives of Governing Entity Room: Hall of Administration	Site Visit Team Representative(s) of Governing Entity
10:45	Department Walk Through 313 N. Figueroa and 241 N. Figueroa	
11:30	CHA and CHIP (Standards 1.1 and 5.2) Room: 152 (241 N. Figueroa)	Site Visit Team Representative(s)
12:15 PM	Strategic Plan (Standard 5.3) Room: 152 (241 N. Figueroa)	Site Visit Team Representative(s)
1:00	Lunch and Executive Session Room: 612 (313 N. Figueroa)	Site Visit Team Representative(s)
2:15	Meeting with Community Partners Room: 152 (241 N. Figueroa)	Site Visit Team Representative(s)
3:30	Concurrent Domain Sessions	
	Domain 8 Room: 152 (241 N. Figueroa)	Kathy Vincent Representative(s) of Health Department
	Domain 10 Room: 706 (313 N. Figueroa)	Gerald Barron Representative(s) of Health Department
	Domain 12 Room: 806-C (313 N. Figueroa)	Lee Thiele Representative(s) of Health Department
4:00	Concurrent Domain Sessions	
	Domain 1 Room: 152 (241 N. Figueroa)	Lee Thiele Representative(s) of Health Department
	Domain 7 Room: 806-C (313 N. Figueroa)	Kathy Vincent Representative(s) of Health Department
	Domain 6 Room: 706 (313 N. Figueroa)	Gerald Barron Representative(s) of Health Department
5:00	Executive Session Room: 612 (313 N. Figueroa)	Site Visit Team
5:15	Adjourn	
DAY 2: October 20, 2016		
8:45 AM	Site Visit Team Arrive/ Executive Session Room: 612 (313 N. Figueroa)	Site Visit Team
9:15	Concurrent Domain Sessions	
	Domain 5 Room: 706 (313 N. Figueroa)	Lee Thiele Representative(s) of Health Department
	Domain 3 Room: 344 (241 N. Figueroa)	Kathy Vincent Representative(s) of Health Department
	Domain 9 Room: 242 (241 N. Figueroa)	Gerald Barron Representative(s) of Health Department
10:15	Break	
10:30	Concurrent Domain Sessions	
	Domain 4 Room: 344 (241 N. Figueroa)	Kathy Vincent Representative(s) of Health Department
	Domain 2 Room: 706 (313 N. Figueroa)	Gerald Barron Representative(s) of Health Department
	Domain 11 Room: 152 (241 N. Figueroa)	Lee Thiele Representative(s) of Health Department
11:30	Executive Session/Lunch	Site Visit Team
1:00	Meeting with Health Department Director Room: 806-C (313 N. Figueroa)	Site Visit Team Health Department Director
2:00	FINAL Executive Session and Report Development Room: 612 (313 N. Figueroa)	Site Visit Team
3:00	Exit Interview Room: 152 (241 N. Figueroa)	Site Visit Team Accreditation Coordinator Representative(s) of Health Department
3:30	Adjourn	

Greatest Strengths

- DPH has a **Science Office**, with a focus agency-wide on **evidence-based operations**. Other aspects of this office and approach are a **strong IRB, medical library resource, use of a public health economist and an Ethics Committee**.
- The Department has a **strong presence in the community**, large and diverse as it is, and **strong relationships with partners** in various programs and communities throughout the County.
- There is a **robust performance management and QI system, with a culture of QI** in the agency.

PUBLIC HEALTH PERFORMANCE MANAGEMENT SYSTEM



Challenges or Opportunities for Improvement

- Continue efforts to engage with the community in the CHA & CHIP development, especially the populations impacted by lack of access/barriers to care, or policies impacting their health/well-being, working directly with or through the Department's broad array of partners.
- Continue to work on aligning the CHA,CHIP, and SP – adopting a manageable number of strategies and assigning responsibility with realistic goals. Strengthen the connection of staff and their work with the CHIP and SP implementation.
- Review the security of buildings. Improve the access to Vital Records for those with limited English proficiency and physically/hearing impaired.

DPH Site Visit Report



Donna Sze
Accreditation Coordinator

Los Angeles County Department of Public Health



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MY PROFILE MY ASSIGNMENTS TRAINING

HOME STAFF PROFILE OFFICIALS REGISTRATION APPLICATION BILLING TRAINING DOC. SUBMISSION REPORTS NOTES GROUPS EMAIL HELP

Show Score: ▼

■ Pending
 Not Demonstrated
 ■ Slightly Demonstrated
 ■ Largely Demonstrated
 ■ Fully Demonstrated

1.1.1 L	1.1.2 L	1.1.3 A	1.2.1 A	1.2.2 A	1.2.3 A	1.2.4 L	1.3.1 A	1.3.2 L	1.4.1 A	1.4.2 L	2.1.1 A	2.1.2 L	2.1.3 A	2.1.4 A	2.1.5 A	2.2.1 A	2.2.2 A
2.2.3 A	2.3.1 A	2.3.2 A	2.3.3 A	2.3.4 A	2.4.1 A	2.4.2 A	2.4.3 A	3.1.1 A	3.1.2 A	3.1.3 A	3.2.1 A	3.2.2 A	3.2.3 A	3.2.4 A	3.2.5 A	3.2.6 A	4.1.1 A
4.1.2 L	4.2.1 A	4.2.2 A	5.1.1 A	5.1.2 A	5.1.3 A	5.2.1 L	5.2.2 L	5.2.3 A	5.2.4 A	5.3.1 A	5.3.2 A	5.3.3 A	5.4.1 A	5.4.2 A	6.1.1 A	6.1.2 A	6.2.1 A
6.2.2 A	6.2.3 A	6.3.1 A	6.3.2 A	6.3.3 A	6.3.4 A	6.3.5 A	7.1.1 A	7.1.2 A	7.1.3 A	7.2.1 A	7.2.2 A	7.2.3 A	8.1.1 L	8.2.1 A	8.2.2 A	8.2.3 A	8.2.4 A
9.1.1 A	9.1.2 A	9.1.3 A	9.1.4 A	9.1.5 A	9.2.1 A	9.2.2 A	10.1.1 A	10.2.1 A	10.2.2 A	10.2.3 A	11.1.1 A	11.1.2 A	11.1.3 A	11.1.4 A	11.1.5 A	11.1.6 A	11.1.7 A
11.2.1 A	11.2.2 A	11.2.3 A	11.2.4 A	12.1.1 A	12.1.2 A	12.2.1 A	12.3.1 A	12.3.2 A	12.3.3 A								

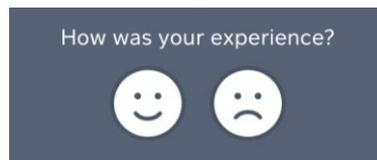
After Accreditation, what's next?

- Annual report to be submitted to the PHAB
 - To address progress & improvements on items noted in the PHAB report
- Re-accreditation process and requirements
 - Same standards and measures, but organized differently
 - Documentation will include more narratives
 - Video conferencing for site visit (half day)

Quality Improvement Projects

- DPH Customer Satisfaction initiative

PHAB measure 9.1.4:



A systematic process for regular consideration of customer feedback on programs and interventions for improvement efforts



Describe how customer feedback results are considered for quality improvement of policies, programs, and/or interventions

- Other improvement opportunities at the program or division level?

